



# State of Nevada – Department Of Personnel

## CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
MAIL SERVICE SUPERVISOR	28	F	2.124
MAIL SERVICE TECHNICIAN	25	F	2.126
MAIL SERVICE CLERK II	23	F	2.129
MAIL SERVICE CLERK I	21	F	2.127

### SERIES CONCEPT

Positions allocated to this series process incoming and outgoing mail to ensure distribution to proper destination by sorting mail according to zip code, department, agency or destination.

Pick up and deliver mail to and from State agencies, campuses and the federal post office and transport to central mail services for processing.

Operate postage meters and other mail equipment to process letters, flats and packages; weigh letters and packages and affix proper postage.

Process certified, registered, insured, United Parcel Service (UPS), and Federal Express mail; ensure information is obtained for proper mailing; record addressee, sender and date information; complete appropriate mail slips for patrons; initiate tracing of letters and packages for items not received; and sign for incoming certified, registered, insured and express mail.

Select appropriate type of shipment based on delivery time and cost; weigh and affix proper postage using mailing meters, scales, tabbers and labeling equipment; enter shipment information into the proper budget accounts for billing purposes.

Drive a mail truck to deliver incoming and outgoing mail to departments, agencies, campuses, and the federal post office.

Perform related duties as assigned.

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### CLASS CONCEPTS

**Mail Service Supervisor:** Under general supervision, positions at this level oversee day-to-day operations, activities and staff in an automated mail processing center. Examples of such facilities are the mail service center at the University of Nevada, Reno and the State Mail Services Center in Carson City.

Train, supervise and evaluate the performance of mail service personnel, student workers, inmates and others; develop and assign work schedules; counsel and discipline employees as needed; ensure quality and timely mail services are provided to agencies and departments.

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### CLASS CONCEPTS (cont'd)

Communicate with agencies and departments regarding requests for special mail services, missed deliveries/pick-ups, and changes in service; explain and interpret new or revised federal postal regulations, courier requirements, and mail center policies and procedures.

Ensure proper operation of automated mail processing equipment; contact service providers regarding equipment failures and malfunctions; make minor repairs and adjustments consistent with service agreements.

Post information to computerized records of postal accounts and prepare billings for services provided to agencies and departments.

**Mail Service Technician:** Positions at this level work under limited supervision and perform technical mail processing and oversight duties at an assigned mail service center. Incumbents may oversee mail service operations at a multi-campus community college where mail is processed manually, or train and provide work direction to a team of Mail Service Clerk II's engaged in mail processing activities using automated equipment such as barcoders, sorters, computerized scales and related equipment.

Oversee daily mail processing activities including sorting, bundling, delivering and receipt of letters and packages; ensure mail deliveries and pick-ups are completed in accordance with established schedules, timelines and agency/department needs.

**Mail Service Clerk II:** Positions allocated to this class either:

- 1) Supervise the work of lower level staff who process internal agency mail manually in a large State agency; or
- 2) Process mail in a mail service center that provides comprehensive services using automated equipment such as barcoders, sorters, UPS manifest system, mail accounting systems and various types of automated mailing scales.

**Mail Service Clerk I:** Positions allocated to this class work under close supervision and perform the full range of duties described in the series concept. Mail processing duties serve a single agency, and assigned duties are limited to sorting and distributing mail manually and delivering outgoing mail to the State Mail Services Center or federal post office.

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### MINIMUM QUALIFICATIONS

#### **SPECIAL NOTES AND REQUIREMENTS:**

- \* Some positions must possess and maintain a valid driver's license throughout employment.

#### **MAIL SERVICE SUPERVISOR**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and three years of progressively responsible mail service experience that included receiving, sorting, bundling, delivering and weighing mail; affixing postage using mailing meters, scales, and barcoders; selecting appropriate types of shipment; and one year of experience in a leadworker capacity; **OR** one year of experience as a Mail Service Technician in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

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### MINIMUM QUALIFICATIONS (cont'd)

#### MAIL SERVICE SUPERVISOR (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** federal postal service and other couriers' rules, regulations, policies and procedures; various types of mail services available and the associated costs and delivery times; modern automated mail processing equipment. **General knowledge of:** supervisory techniques and practices. **Ability to:** operate various types of automated mail processing equipment; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** agency rules and regulations; agency budgetary process; university or State agencies' mailing needs and their locations; and State purchasing policies and procedures.

#### MAIL SERVICE TECHNICIAN

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience in sorting, bundling and delivering mail, and operating mail processing equipment; **OR** one year of experience as a Mail Service Clerk II in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** the various types of mail and courier services available. **General knowledge of:** federal postal service and other couriers' rules, regulations, policies and procedures pertaining to mail services; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** agency rules, regulations, policies and procedures pertaining to mail services; State mail services operations and practices; supervisory techniques and practices.

#### MAIL SERVICE CLERK II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of clerical experience which include mail processing; **OR** one year of experience as a Mail Service Clerk I in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** basic mathematics. **General knowledge of:** federal postal service rules, regulations, policies and procedures. **Ability to:** provide comprehensive mail services using automated equipment; learn to operate various types of automated mail processing equipment; communicate effectively both orally and in writing; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** locations of various State agencies; agency rules and regulations pertaining to mail services.

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### MAIL SERVICE CLERK I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and six months of general clerical experience; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**General knowledge of:** basic mathematics; proper lifting techniques; basic interpersonal and communication skills. **Ability to:** read and write sufficient to sort mail by department, agency or destination; follow oral and written instructions; move mail bags, bins and trays from one location to another; interact courteously with coworkers, agency staff and others.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** agency policies and procedures pertaining to mail processing. **General knowledge of:** federal postal service and other mail courier services.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>2.124</u>	<u>2.126</u>	<u>2.129</u>	<u>2.127</u>
ESTABLISHED:	7/1/89P 9/27/88PC	8/1/67	5/1/97R 10/1/97UC	8/1/67
REVISED:		5/7/82-3		3/9/79
REVISED:		7/1/89P		7/1/89P
		9/27/88PC		9/27/88PC
REVISED:	3/13/90-3	3/13/90-3		7/1/89P
				6/9/89-3
REVISED:	5/1/97R	5/1/97R		5/1/97R
	10/1/97UC	10/1/97UC		10/1/97UC
REVISED:	7/1/01P	7/1/01P	7/1/01P	7/1/01P
	10/4/00PC	10/4/00PC	10/4/00PC	10/4/00PC